

To: Rosa Paredes, Mary Manzo, Isabel Valenzuela

Date: January 19, 2018

This report is regarding the Office and Communication issues:

The following comments are an accumulation of written and verbal concerns/issues that the homeowners have, including specific examples as requested by management.

1. The office personnel seems to have no authority to do simple things. ie. provide a signed receipt.
2. We are in need of a new Park Telephone Directory. Meanwhile the office will not give us the name and phone numbers of new homeowners saying it's "a personal issue." This doesn't make sense.
3. When leaving a message on the office machine, homeowners are not called back in a timely manner. ie. called at 10:00am , call back was not until 4:45pm. ie. Homeowner was in the office, left, called the office minutes later. The answering service picked up, said no one was in the office, homeowner stated she was just there, put on hold, came back and was told they weren't taking calls. (this was during office hours). ie. this office answering machine stated the wrong office hours.
4. With two people employed they should plan their lunch time so the office stays open.
5. There have been so many complaints/concerns regarding office staff. They are unfriendly, show poor attitudes, refuse to assist homeowners, and are not solution oriented.
6. The closed solid door is very unfriendly. A dutch door would be a great improvement and has worked well before.
7. Many homeowners report feeling disrespected, as if they are a nuisance.
8. The claim that kindnesses are "prohibited" because you "would have to do it for everyone" is not acceptable. "Everyone" would not ask you to do it. ie. pick up rent check, not able to drive or have special wheelchair.

Thank you for your attention to these issues.

San Vicente Homeowners Association Board of Directors